Tips & Troubleshooting for "View Your Account"

Waterloo Public Library
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Enable Cookies

On the Internet Explorer 5 or 6 menu bar at the top of your screen, select Tools --> Internet Options.

Click on the "Privacy" tab. You can either use the slider to select "medium" or "medium low" privacy, click the "advanced" button and override automatic cookie handling, or click the "edit" button and add the database addresses (URLs) to override the settings for individual sites.

Turn Off the Content Advisor

On the Internet Explorer 5 or 6 menu bar at
the top of your screen, select Tools --> Internet Options.

Click on the "Content" tab look at Content Advisor section. The button should read ENABLE if the service is turned OFF.

Clear your Internet Explorer cache (storage space) of cookies and temporary Internet files.

On the Internet Explorer 5 or 6 menu bar at the top of your screen, select Tools --> Internet Options and window should open to the "General" tab.

In the *Temporary Internet Files* section,click the *Delete Files* button. This will delete all the files that are currently stored in your cache.

Also click **Delete Cookies.**

ADDITIONAL TIP

You can adjust your Internet Explorer 6 settings to automatically clear the cache whenever you close Internet Explorer 6.

Go to the Tools menu, and click *Internet Options.*

Click the *Advanced* tab.

In the "Settings" box, scroll down to the section labeled "Security," and click to check the box next to the "Empty Temporary Internet Files folder when browser is closed" option.

Click OK to finish.

Close your browser, open it again and try to access your account. If you continue to have problems, please contact our systems department at 519-886-1310 ext. 141.